



Customer Success Team Lead

A proptech platform started in Australia by agents, for agents – Realtair aims to automate and streamline the steps from appraisal to settlement and equip agents with mobile, easy-to-use technology. Our industry-leading platform provides integrated solutions to connect agents with a better and more efficient means of doing business every day.

An exciting and rare opportunity to join the team during this period of growth and being a part of Realtair as we mature from a small startup to global leaders within the proptech industry. Reporting to the General Manager of Customer Operations, the Customer Success Team Lead works with a group of highly skilled individuals and is responsible for the daily operations of our Customer Success Team, driving product adoption, usage and delivering a superior customer experience.

About You

- You must be flexible and willing to be hands on to get the job done
- Be detail-oriented and results-driven
- Ability to communicate effectively across our global team
- Be aligned with our company values; people first, confidently curious, own it, be nimble & raise the bar

The Customer Service Team Lead is accountable for:

- Developing a new team and building it into a fully operational customer success function, within a hybrid, remote work environment.
- Management of day-to-day operations across our Customer Success team.
- Oversight over all customer success projects and initiatives in train, and ensuring projects are tracking to plan.
- Collaborating with our Sales, Onboarding and Support Teams to implement a quality framework for customer success that will ensure the most rewarding customer experience possible.
- Acting as a role model to coach our customer success teams to perform at their best.
- Work with our Senior Customer Success Manager to establish and implement customer success metrics.
- Using data and metrics to measure customer churn risk, and ensure appropriate strategies are in place to maximise retention.
- Developing monthly reporting for our customer success functions
- Implementing streamlined processes to better manage operational workflows and capture product feedback from our customers
- Ability to build value based customer relationship with senior stakeholders
- Ensure high user adoption of Realtair's customer success management platform (Freshsuccess)

Experience

- Demonstrated hands on experience in a Customer Success role, preferably in B2B business
- Outstanding customer service and communication skills, both verbal and written
- Ability to work in a self-directed, fast paced entrepreneurial environment
- Experience in coaching and developing staff
- Experience working with offshore teams

- Experience with project management and customer management tools (for example Trello, Asana and/or CRM platforms)
- Experience within the real estate or property industry would be advantageous
- Experience with SaaS preferred, but not essential

What we offer

- A flexible environment with an opportunity to work remotely
- Commitment to professional and personal growth and development, including career progression opportunities
- To be a part of a market leading organisation and work alongside some of the most exceptional people in the industry

If this sounds like you, we'd love to hear from you. We have team members all over the country and around the world. The right candidate would have the opportunity to work at our NSW office locations or remotely from other locations across Australia.

Please apply via the link or submit your applications to jobs@realtair.com